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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

AT&T and Comcast already have monopoly, or near monopoly power in the San Francisco market. Both of these monoliths abuse business customers, whenever and however they can.

Case in point - I recently relocated my small law office from 1 neighborhood in the Inner Sunset District of San Francisco to another neighborhood, still within the Sunset District.

After attempting to move Comcast business service, I was informed that it would cost them (Comcast) \$6,000 to connect a new service at the new location, and that my business would have to be billed accordingly. Thereafter, I attempted to reach out to AT&T business service to set up high speed internet and a landline (ancient technology, but vital I thought for fax service to continue -- some few people still send faxes). AT&T informed me that the only internet service was via DSL. This is 2017 in the "high tech" City of San Francisco. Then the porting of the business telephone numbers between Comcast and AT&T was an experience out of the twilight zone. Further, the cost of setting up the landline was astronomical -- hundreds of dollars, so we switched to business cell phones with AT&T -- and that was another twilight zone experience to maneuver the worldwide bureaucracy of AT&T that took many hours of waiting at the AT&T store while their own employees got the runaround by AT&T customer service bureaucrats. The icing on the cake was Comcast's "porting" service based on the East Coast - Philadelphia presumably - did not answer their phone, thus holding up our business telephone numbers for weeks on end. Actually, the real icing was when Comcast decided to harass me for an extra month's service charges for a time period well after the numbers had been ported, their equipment returned, and service disconnected. In my experience, they practice the "extortion" method of customer service. They do it because they know they have monopoly power and can get away with their abuse.

Thank goodness for SONIC!!!! They stepped in and set up a truly high speed internet connection which saved the day and kept me in business, while I sorted the rest out with Comcast and AT&T. Sonic's internet service has never skipped a beat, and they also provide a digital fax service. Can't say that for Comcast which recently had widespread outages in our area affecting local business -- including the local veterinarian practice -- that lasted for days! SONIC's billing practices are fair and reasonable -- and the same every month. Also, can't say that about Comcast or AT&T whose

bills "creep" upwards every month by a dollar here, a dollar there.

If Republicans really care about the free market - and not rewarding crony monopolism -- then they will support SONIC's efforts to liberate the San Francisco Area from the clutches of AT&T and Comcast's efforts to control this market. Only real competition will keep prices reasonable and the internet on. For years, San Francisco leaders promised free broadband throughout the City. Of course that never materialized. However, having SONIC as an option for reasonably priced, high speed internet service is a clear demonstration that competitive market forces **WORK**.

Thank you,

Shelley Buchanan